



TrustLine

TRUSTLINE REGISTRY

“The California Registry of In-Home Child Care Providers”



WHAT IS THE TRUSTLINE REGISTRY?

TrustLine was created by the California Legislature to offer parents, employment agencies, child care resource and referral programs, and child care providers access to a background check conducted by the California Department of Social Services (CDSS). This includes checks of the California Criminal History System and Child Abuse Central Index (CACI) at the California Department of Justice (DOJ) and a check of Federal Bureau of Investigation (FBI) records. The TrustLine Registry is maintained by CDSS and may be checked through the California Child Care Resource and Referral Network (CCCRRN) by calling **1-800-822-8490**.

The CDSS, the CCCRRN, local child care resource and referral programs, parents and child care providers have worked together to develop the TrustLine Registry. The TrustLine Registry is made up of child care providers who have submitted an application to CDSS and their fingerprints to the Department of Justice background clearance process. Individuals listed on TrustLine do not have 1) disqualifying criminal convictions listed on the California Criminal History System; 2) substantiated reports of child abuse listed on the CACI; and 3) disqualifying criminal convictions listed on the FBI Criminal History System. All reports of child abuse found in the CACI will be confirmed with local child protective agencies before they are used to evaluate a TrustLine applicant.

TrustLine is for parents who use in-home and license exempt child care providers, employment agencies, transport escort services, in-home educators and in-home counselors. An in-home child care provider provides care in the child's home (i.e., babysitters, nannies, au-pairs). A license exempt child care provider is an individual who provides child care in his or her own home and is not required to be licensed by CDSS. An employment agency (nanny agency) places individuals in home-based settings to care for children. A transport escort service transports minors across state lines with permission from the minor's parents, custodial parent or legal guardian. In-home educators and counselors tutor or counsel children within the home.

HOW TRUSTLINE BENEFITS PARENTS

Parents know they must be very thorough when selecting someone to care for or transport their child. They interview carefully, check references and evaluate the provider's character using their own good judgment. The TrustLine Registry gives parents one more tool to use when it comes time to choose a child care provider.

Parents can call **1-800-822-8490** between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday to determine if the child care provider he or she is considering has registered with TrustLine. If the individual has not yet registered, information on how a provider can apply to TrustLine will be provided.

HOW TRUSTLINE BENEFITS PROVIDERS

When you interview with parents to become a caregiver for their children, you answer questions and supply references. By being listed on the TrustLine Registry you offer added reassurance and demonstrate to parents that you are serious about your profession as a child care provider. Once you are registered, failure to notify the TrustLine Registry Program of a change of mailing address within 10 days will result in your name being removed from the Registry.

If no disqualifying criminal convictions are found on the California Criminal History System, and no reports of substantiated child abuse are found on the Child Abuse Central Index, your name will be placed on the TrustLine Registry pending the FBI check. If you are not listed on the TrustLine Registry because of a disqualifying conviction or a substantiated child abuse report, the CDSS offers an appeal process to allow you to demonstrate your good character. If the appeal is decided in your favor, you will be placed on the TrustLine Registry.

HOW TO APPLY

To become listed on the TrustLine Registry, you must complete the attached application, including the Trustline Registry Criminal Record Statement (TLR 508) click to access form, and follow the fingerprint instructions for either the Live Scan, Manual or Transfer process.

LIVE SCAN PROCESS - Complete this application form. Schedule an appointment to have your fingerprints scanned with either the Community Care Licensing Live Scan vendor at **1-800-315-4507** or at a Department of Justice Live Scan site - either a Police Department or Sheriff's Office. Take this application form with you to the Live Scan site. If you do not bring this form with you, you may not be fingerprinted. You must contact the Live Scan site at least 24 hours in advance if you are unable to keep your appointment. Submit the completed TrustLine application form along with the appropriate fee to the address listed in Box 10 on the TrustLine application form or contact **1-800-822-8490** for information.

Processing Fees:

- Community Care Licensing Live Scan site:
Make check or money order in the amount of \$87.00, payable to the Live Scan vendor and an additional check or money order in the amount of \$43.00, payable to the Department of Social Services.
- Police or Sheriff's Live Scan site:
Make one check or money order in the amount of \$71.00, payable to the Department of Justice and make one check or money order in the amount of \$43.00, payable to the Department of Social Services. The \$71.00 fee does not include the Live Scan fingerprint rolling fee charged by the Police or Sheriff's Department. This fee varies by site and is paid to the law enforcement agency.

MANUAL PROCESS - Complete this application and have your fingerprint impressions placed on one TrustLine fingerprint card (FD 258). Submit the completed application, the completed TLR 508 form and fingerprint card along with the appropriate fee to the address listed in Box 10 on the TrustLine application form or contact **1-800-822-8490** for information.

Processing Fees:

Make check or money order in the amount of \$124.00, payable to Department of Social Services. The fingerprint rolling fee varies by site and is paid directly to the fingerprint service agency.

TRANSFER PROCESS - If you are currently licensed by the Community Care Licensing Division or working in a facility licensed by Community Care Licensing, you may transfer your background clearance from the Community Care Licensing Division to the TrustLine Registry Program. Check the appropriate boxes in section 8 and submit the completed TrustLine application form along with a photocopy of your I.D. to the address listed in Box 10 of the TrustLine application form or contact **1-800-822-8490** for information. Make one check or money order in the amount of \$43.00, payable to Department of Social Services. If you are transferring your background clearance from a non-child care facility type, a Child Abuse Central Index check is needed and an additional amount of \$15.00 is required. *NOTE: A transfer is not possible from County licensed facilities.*

Application Process	Payment to CDSS	Payment to Live Scan Site
Community Care Licensing Live Scan Vendor	\$43.00	\$87.00 (Includes fingerprint imaging fee.)
DOJ Live Scan Site	\$43.00	\$71.00 (Fingerprint imaging fee varies by site.)
Manual Process	\$124.00 (Fingerprint rolling fee varies by site.)	None
Transfer Process	\$43.00 (\$15.00 fee for Child Abuse Central Index check, if needed.)	None



TRUSTLINE REGISTRY



IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER APPLICATION

See next page for complete instructions. Use a ball point pen and print clearly.

1. NAME: LAST			FIRST		MIDDLE	
2. LIST ALL OTHER NAMES YOU HAVE EVER USED, SUCH AS MAIDEN OR ALIASES. (AKAs)						
3. RESIDENCE ADDRESS:		STREET	APT#	CITY	STATE	ZIP CODE COUNTY
4. MAILING ADDRESS (IF DIFFERENT):		P.O. BOX/STREET	APT#	CITY	STATE	ZIP CODE COUNTY
5. DATE OF BIRTH	SEX	HEIGHT	WEIGHT	EYE COLOR	HAIR COLOR	
6a. SOCIAL SECURITY NUMBER (Voluntary)				6b. DRIVER'S LICENSE OR ID# / ALIEN REGISTRATION/OUT-OF-STATE ID#		
7. TELEPHONE NUMBERS:				EVENING:		
DAY:						
8. TRANSFER PROCESS: Are you currently licensed or working in, a facility licensed by the California Department of Social Services Community Care Licensing? Do you want to transfer your background clearance from Community Care Licensing to TrustLine? (If yes, fingerprints are not required.) Enter the Facility number. Facility # _____ (Include photocopy of I.D.)						
9. _____ SIGNATURE (REQUIRED) DATE (REQUIRED)						

Mail this application to the address in Box 10.

Mail this Application and the TLR 508 to:

10. Department of Social Services
Caregiver Background Check Bureau
Attn:TrustLine Registry Program
P.O. Box 944243, M.S. 19-57
Sacramento, CA 95814

11. Fees are required to process this application. The required fees are listed in the "How To Apply" section of the application.

12. You must complete the Trustline Registry Criminal Record Statement (TLR 508) and include with your application.

13. PLEASE CHECK, IF APPROPRIATE

- ☐ NANNY AGENCY
☐ TRANSPORT ESCORT SERVICE
☐ MENTOR AGENCY
☐ OTHER, Specify _____
 Name & Address: _____

ID# _____
 ID # _____
 ID # _____
 ID # _____

14. OFFICIAL USE ONLY

**CHILD CARE RESOURCE
AND
REFERRAL PROGRAM:**

ID# _____

OFFICIAL USE ONLY - LIVE SCAN

15. **ORI:** Code assigned by DOJ

☒ Trustline A1157 Voluntary

Type of Application

☒ License, Certification, Permit

Job Title or Type of License, Certification or Permit:

Child Care Provider (Health & Safety Code 1596.603 (c))

Agency Address Set Contributing Agency:

CA Dept of Social Services

Agency authorized to receive criminal history information

P.O. Box 944243 Mail Station 19-57

03502
Mail Code (five-digit code assigned by DOJ)

Street No. Street or PO Box

Sacramento CA 94244-2430

Contact Name (Mandatory for all school submissions)

City State Zip Code

() N/A

Contact Telephone No.

16. Live Scan Transaction Completed by: Name of Operator _____ Date _____

Transmitting Agency LSID# ATI No. Amount Collected/Billed

TRUSTLINE REGISTRY APPLICATION INSTRUCTIONS**PRINT ALL INFORMATION EXCEPT SIGNATURE**

1. Print your full legal name. Do not use nicknames. The printed name and the signature on the application and the fingerprint card must be the same. *NOTE: We recommend that you use the name that is on your identification card. If your I.D. lists your maiden name but you are using a married name, use the married name as the main name and the maiden name as the AKA. If your signature is missing on the application or fingerprint card, the application will be returned.*
2. List all other names you have ever used. *NOTE: This includes aliases such as 'Beth' if used as a legal name.*
3. Print your complete residence address. *NOTE: City names must be spelled out. Abbreviated city names will not be accepted. If you are using a fingerprint card to submit your prints, make sure your full residence address is listed.*
4. Print your complete mailing address, if different than residence address. **Once you are registered, failure to notify the TrustLine Registry Program of a change of mailing address within 10 days will result in your name being removed from the Registry.**
5. List your date of birth, sex, ("M" for male or "F" for female), height, weight, eye color, and hair color. *NOTE: You must be 18 years of age or older to apply for the TrustLine Registry.*
6.
 - a) Print your Social Security Number, Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798 et seq.) , notice is given for the request of your Social Security Number (SSN) on this form. The requested SSN is voluntary. Failure to provide the SSN may delay the processing of this form and the criminal record check. The law requires that you complete a background check (Health and Safety Code Section, 1596.603). The Department will create a file concerning your criminal background check that will contain certain documents, including information that you provide. You have the right to access certain records containing your personal information maintained by the Department (Civil Code Section 1798 et seq.). Under the California Public Records Act, the Department may have to provide copies of some of the records in the file to members of the public who ask for them, including newspaper and television reporters.
 - b) Print your identification number, which is required. *NOTE: You must list one of these four I.D.s: California Driver License; California I.D. card; Alien Registration Card; or a numbered, picture I.D. issued from a state other than California. If the application has only a Social Security Number without one of the four acceptable I.D.s., it will be returned.*
7. List a daytime and evening telephone number.
8. **TRANSFER PROCESS:** Mark the appropriate boxes **Yes** or **No**. If Yes, finger prints are not required.
9. You must sign and date the application. If your signature and date are missing, the application will be returned as incomplete.
10. Mail your application and the Trustline Registry Criminal Record Statement (TLR 508) to the address shown in box 10

Applicant have you.....

- 1.) Used exactly the same name on page 3 of the application form and page 1 of the Trustline Registry Criminal Record Statement (TLR 508) and fingerprint card if a fingerprint card is used.
- 2.) Included the appropriate identification number (i.e. California Driver License)?
- 3.) Had your prints taken on an FD-258 fingerprint card or submitted your prints through Live Scan?
- 4.) Signed and dated the application?
- 5.) Included the appropriate fee?
- 6.) Completed, signed and dated the Trustline Registry Criminal Record Statement (TLR 508)?

11. Read "How To Apply" section.
12. **APPLICANT** - You must answer the questions on the **TRUSTLINE REGISTRY CRIMINAL RECORD STATEMENT (TLR 508), Page 1**. If you answered NO to both questions, you must: print your name; provide your address, city, zip code; social security number (voluntary); California License Number, or California ID number, or alien registration number, or a numbered, picture ID issued from a state other than California. You must sign and date Page 1. **NOTE: IF YOU ANSWERED YES TO BOTH QUESTIONS, YOU MUST COMPLETE THE INFORMATION ASKED ON PAGE 2. YOU MUST ALSO SIGN AND DATE PAGE 2.**

AFTER YOU COMPLETE THIS FORM (TRUSTLINE REGISTRY CRIMINAL RECORD STATEMENT (TLR 508)), YOU MUST RETURN IT TO THE AGENCY ADDRESS LISTED IN BOX 10. IF YOU DO NOT RETURN THIS FORM, YOUR APPLICATION WILL BE CONSIDERED INCOMPLETE. YOUR NAME WILL NOT BE PLACED ON THE TRUSTLINE REGISTRY UNTIL YOU SUBMIT THE TRUSTLINE REGISTRY CRIMINAL RECORD STATEMENT (TLR 508).
13. Please check the appropriate box. Nanny Agencies, Transport Escort Services and Mentor Agencies must print their name and address. Write your agency code number in this box.
14. Child Care Resource and Referral Program: ID #
15. Official Use - Live Scan